

Reports to: Community Programs Manager
Pay grade: 503

FLSA: Non Exempt

INTAKE SPECIALIST

NATURE OF WORK

Serving the public with responsible intake, screening and clerical work of a specialized nature, for City of Rockford Human Services department, divisions, and programs. Work involves performing routine program assistance, intake, eligibility screening, data collection and referral or program assistance tasks.

DISTINGUISHING FEATURES

Work involves performing eligibility and intake tasks and specialized screening and data entry functions that require executing established policies and procedures based on knowledge gained through experience on the job and specialized training. Work performed is often a segment of a process or procedure. Work may also include program-related assignments such as composing reports, scheduling, receiving and screening callers as well as in office intake and eligibility determination, and other assignments such as outreach and public information. Positions in this class will also be tasked with maintaining the confidentiality of various client records. This class is distinguished by direct interaction with clients that includes eligibility screening, appropriate program placement/referral and extensive work in multiple databases.

ESSENTIAL FUNCTIONS *(These essential duties are only illustrative.)*

Performs intake and eligibility screening through client intake by phone or in person for all program services provided by the Department.

Determines eligibility for program participation by eligibility requirements and standards.

Processes required forms, data entry of applications and other documents, may make inspections to verify information.

Establishes linkages to both internal and external agencies and provides referrals to individuals presenting for assistance.

Recruits and screens potential program participants for eligibility for Department services.

Establishes and maintains files and other records related to programs.

Screens, processes and tracks program participant information, including outcomes of intake and referrals.

Performs basic calculations related to program eligibility.

May participate or assist supervisors in evaluation of programs in relation to effectiveness of recruitment and eligibility for services.

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Answers, screens, and forwards telephone calls; records and relays messages and appointments; greets and screens walk-in customers entering the service location. Schedules meetings and appointments;

Creates and maintains various program information and databases using data base and spreadsheet software on a personal computer.

Prepares letters, memos, and miscellaneous documents; answers and screens telephone calls, and making appointments and scheduling intake.

Maintains files and program records. Purges files in accordance with established procedures, schedules, or legal requirements.

Maintains reasonable and predictable attendance.

SUPERVISION RECEIVED

Work is performed under the general supervision of the Community Programs Manager. Additional guidance is received from established policies, procedures or practices. Work is reviewed through established internal controls, observation of work performance, adherence to policies and procedures and through annual performance appraisals.

SUPERVISION EXERCISED

Supervision of employees is not performed by positions in this class. An experienced employee may orient new employees on the job and may provide assistance to or answer questions of temporary co-workers or volunteers.

WORKING CONDITIONS & PHYSICAL DEMANDS

Work is performed primarily in an office setting and includes some work in the field throughout Boone and Winnebago Counties with occasional walking, standing, lifting, bending, or minimal physical activities carrying items under 25 pounds such as books, papers, small parcels, etc. Some tasks have set deadlines and volume processing.

SUCCESS FACTORS (KSAs)

The employee must be capable of prioritizing a variety of duties and communicate effectively with the public.

Knowledge of Department and City programs and services.

Knowledge of laws, codes, ordinances, procedures, regulations and guidelines pertaining to assigned program area.

Knowledge of mission and objectives of assigned agency/program.

Knowledge of community resources, especially pertaining to the low income community.

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Knowledge and skills in the use of MS Office Suite, Google docs or other word processing, spreadsheet and data base software standards.

Ability to interpret and explain program information to others and to follow procedures and regulations.

Ability to accurately prepare and process a variety of related forms within established deadlines and maintain required records and files.

Ability to pay attention to detail and prepare various program documents in an accurate and timely manner.

Ability to communicate and distribute information to others both orally and in writing.

Ability to follow departmental administrative policies and procedures.

Ability to understand and carry out oral and written instructions.

Ability to establish and maintain effective working relationships with co-workers, clients and community organizations.

Skill in the operation of office equipment and machines, including a personal computer or computer terminal, as required by the position.

EDUCATION, TRAINING & EXPERIENCE

High School Diploma or G.E.D. and one to five years of experience working with the public. Associate Degree in human services or a related field preferred. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may be substituted for the required experience.

Bi-lingual English/Spanish is desired, but not required.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid Illinois Driver's License.

Residency Requirement:

Effective June 1, 2018 all newly hired employees, including newly hired Department Heads, shall live within the municipal boundaries of City of Rockford within six (6) months of their completion of their introductory period.

Classified employees hired after January 1, 1984 may live anywhere in Winnebago County or anywhere within an area fifteen (15) miles from the Public Safety Building within six (6) months of their date of completion of probation. Employees hired prior to January 1, 1984 shall be subject to their conditions of employment in effect at that time.